

April 1, 2004

TO: All New Jersey Adult Day Care Programs; Assisted Living Programs; Assisted Living
Residences; Comprehensive Personal Care Homes; Hospitals; Nursing Homes; Subacutes
RE: Termination of Interactive Voice Response (IVR) Service

Promissor, Inc., under a contract with the New Jersey Department of Health and Senior Services (hereafter the "Department"), maintains the New Jersey Assisted Living Administrator (CALA), Medication Aide (CMA), Nurse Aide (CNA), and Personal Care Assistant (PCA) Registries. Employers of CMAs, CNAs and PCAs are required to access the Registry to verify the status of the prospective employee prior to employment. Registry access is currently provided by two methods: (1) Internet access via Promissor's web site at www.promissor.com; and, (2) an Interactive Voice Response (IVR) System at 1-800-274-8970. The Department has approved Promissor's request to terminate the IVR service, effective May 1st. As of May 1st, all New Jersey registry verifications must be obtained via Promissor's Internet web site. If a facility or an individual does not have access to the Internet, they may contact Promissor's Customer Service Department at 1-800-274-5984 for assistance in obtaining the needed verification information.

On April 1st, the following message will be included in the IVR script:

*Please be advised, effective May 1st, the New Jersey Nurse Aide Registry Verification System will no longer be available via Promissor's Interactive Voice Response System. As of May 1st, all New Jersey medication aide, nurse aide, and personal care assistant registry verifications must be obtained via Promissor's Internet web site, available at **www.promissor.com**. Once on the Promissor web site, select "Registry Services" and follow the prompts to reach the New Jersey Medication Aide, Nurse Aide, or Personal Care Assistant Registry. If you do not have access to the Internet, you may contact Promissor's Customer Service Department at (800) 274-5984 for further assistance.*

The termination of the IVR service is not expected to be disruptive since over 90% of all New Jersey registry verification requests are currently requested through the Internet. Both the Department and Promissor are confident employers and individuals will find the Internet access convenient (available twenty-four hours each day, seven days a week) and easy to use. Please feel free to contact Promissor's Customer Service Department at 1-800-274-5984 with any questions you may have.

The Department has also requested some changes in the registry information that is available via the Internet. Within the next 30 days, the following information will no be longer available on the Registries: street address, date of birth, Social Security Number. However, the remaining registry information will enable a facility to accurately verify the status of a specific individual on either registry.

Sincerely,

Promissor, Inc.

cc: New Jersey Department of Health and Senior Services